

# IDAHO ENTERPRISE SERVICES OVERSIGHT COMMITTEE

## OFFICIAL MINUTES

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March 3, 2010

A meeting of the Idaho Enterprise Services Oversight Committee (ESOC) was held on this date in Room 155, 650 West State Street, Boise, Idaho. The meeting was called to order at 2:00 p.m.

### **Members Present:**

Shannon Barnes, Idaho Department of Transportation, Chair  
Becky Barton-Wagner, Department of Insurance  
Carla Casper, Department of Administration  
John McAllister, Idaho Department of Labor  
Landis Rossi, Department of Health and Welfare  
Steve Wilson, Office of the State Controller  
Greg Zickau, State CTO and Ex-Officio Member

### **Others Present:**

Bob Hough, Office of the State Controller  
Craig Potcher, Department of Fish and Game  
Scot Maring, Department of Administration

### **Opening Comments**

Shannon Barnes, Committee Chair, welcomed everyone and handed out a sample of the Performance Measures used by the Idaho Department of Transportation (ITD). While ITD is continuing to improve them, she said seeing what another agency is doing may be of use to this committee. She also thanked Steve Wilson for his work as the previous Committee Chair and congratulated him on his new position at the Office of the State Controller.

## **Approval of Minutes**

**MOTION:** Steve Wilson moved and Becky Barton-Wagner seconded that the Committee approve the minutes of the December 2, 2009, and February 3, 2010, Idaho Enterprise Oversight Committee meetings as written. The motion passed.

## **Agency Migration Update**

Carla Casper reported that 40 agencies and 1,600 users have migrated to date. Agencies scheduled for migration as the second half of Phase I are being re-engaged for migration preparation. Future migrations have yet to be scheduled. Some agencies that have expressed interest in migrating are the Department of Juvenile Corrections (DJC), Department of Lands, Department of Agriculture, and the Division of Veterans Services.

Migration of the DJC has one technical obstacle that is still being researched. DJC instructors need the ability to access information from both the Idaho Consolidated Services (ICS) domain and their Education Domain. In DJC's current environment the Education Network is a separate domain and there is a one-way trust established between the Education domain and the DJC domain. It is believed that there should be another way to provide teachers and administrators on the education network access to resources in the administration network while maintaining security and not allowing students any access to the administration network.

## **Website Review**

Shannon Barnes reminded the committee of the information that is currently available on the ICS website and that the website is constantly being updated.

## **Microsoft Cloud Computing**

Craig Potcher reported that while attending a Gartner Expo in October, he spoke with a senior member of Gartner who commented that Idaho should consider using Microsoft's Cloud Computing for its consolidated messaging system. Microsoft has made recent changes and offers two options for the Exchange Hosted Services. He also said a chart shown at the Gartner Expo revealed that the technical market growing the fastest is government industry.

Much discussion followed and it was a consensus that there are differing opinions on using cloud computing. The main concerns are security issues and the ability to respond to public records requests. Data is stored in the cloud and would be transmitted in clear text between the state and the vendor's cloud services unless encryption services are also provided.

While a cloud computing option was considered during the early design of the ICS system and was rejected due to security concerns, it has been three years since that decision and

improvements may have been made. The committee decided that it is worth researching it again.

Greg Zickau recommended that a trigger point is needed for when the ICS will transition to its next iteration, possibly virtual and cloud computing, so that the ESOC will know to begin looking into what is available.

**ISSUE to be added to the issue log:** The technical architecture subcommittee to meet in six months to look at the future architecture and report to the committee the high level pros and cons.

John McAllister said his agency had technicians interested and willing to look into the option of using cloud computing for messaging now and that they would provide their findings to the committee.

## **Election of ESOC Vice Chair**

Since there is no current representative for the State Tax Commission and the representative for the Department of Correction was not available, the election of the new ESOC Vice Chair was deferred until next month.

**ISSUE to be added to the issue log:** The ESOC Charter states a chair and co-chair shall be elected by the committee to serve one-year terms. Clarification is needed on when the one-year term begins.

## **Newsletter**

Landis Rossi provided a draft newsletter and requested input on additional content. Topics discussed for possible inclusion into the newsletter were:

- Listing the top two or three metrics statistics to demonstrate what we are tracking.
- Reference to the website where further information can be found.
- Number of agencies/users we are working with in preparation for migration.
- Agencies yet to be migrated should begin preparation now.
- We are looking at future architecture options, such as cloud computing and virtual immersing technologies.

Landis plans to have the newsletter completed and ready for approval next week.

## **SWCAP**

Steve Wilson reported that he and Greg Zickau met with David Fulkerson from the Division of Financial Management about the Statewide Cost Allocation Plan (SWCAP) and how to

get the consolidated messaging fee under SWCAP. SWCAP includes only those central services costs which are allowable for federal reimbursement purposes.

They found that SWCAP is figured and set based on the last closed fiscal year (FY) and input from the service provider. The earliest we can get the consolidated messaging fee fully certified under SWCAP is FY13. We can begin charging the fees in FY11 as planned, but agencies that are federally funded will have to defend the changes until they are fully certified under SWCAP.

**MOTION:** John McAllister moved and Steve Wilson seconded that the Committee work to get the consolidated messaging fee under SWCAP. The motion passed.

**ISSUE to be added to the issue log:** No later than the end of FY10, submit request to get the consolidated messaging fee under SWCAP for FY12 even though it won't be fully certified.

An invitation to the next ESOC meeting will be extended to David Fulkerson so that he can provide an overview of the SWCAP program and the process of how to get the consolidated messaging fee under it.

## **Document Review Results**

Carla Casper presented that only one requirement in the Active Directory Design Document has not yet been implemented. The remaining requirement and a known requirement in the Security Document are to be added to the Issue Log.

**ISSUE to be added to the issue log:** A Windows Active Directory disaster recovery process must be established and tested to ensure domain controller system recovery in case of failure.

**ISSUE to be added to the issue log:** Audits of all Administrator Accounts will be completed by the Office of the CIO (OCIO) security team on a regular basis. For ICS the audit logs will be sent to the Hightower appliance for review of the OCIO Security Team.

During discussion, it was clarified that reviews being conducted are compliance reviews of documents that have already been approved by the committee. In a continuing effort to improve operations, the purpose of the review is to insure all requirements have been implemented.

## **Other**

Becky Barton-Wagner asked about the process for the Service Agreements (SA) to be signed; specifically, who should sign them and have they gone to the agencies yet. It was discussed that an "Agency Authorized Representative" was expected to sign and return it. Since the SAs had not been sent to any agencies yet, Greg Zickau stated that Bill Farnsworth from the OCIO would take the lead on sending them out. He added that Bill had recently

taken on the role of Customer Relations for the OCIO and that this would fall under his responsibilities.

## **Adjournment**

The meeting was adjourned at 3:20 p.m.

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Shannon Barnes, Chair  
Idaho Enterprise Services Oversight Committee

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Scot R. Maring, Project Coordinator  
Department of Administration